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In re application of: Murphy et al. Group Art Unit: 2145
Serial No.: 09/606,786 Examiner: Choudhury, Azizul Q.
Filed: June 28, 2000 Confirmation No.: 6327
For: METHOD AND APPARATUS FOR MAINTAINING A
COMPUTER SYSTEM
Attorney Docket No.: Attn: Brett Carlson

CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8(a)

I hereby certify that this correspondence is being transmitted by facsimile on the date shown below to the United States Patent and Trademark Office at (703) 872-9306.

on 4/7/2005

Signature:

Brett A. Carlson, Reg. No. 39,928

RESPONSE TO OFFICE ACTION FILED UNDER 37 C.F.R. § 1.111

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Commissioner:

The present invention relates to a new and very powerful system capable of automatically providing maintenance to a large number of computers over a network. Unlike other computer maintenance systems, the invention is capable of determining the unique attributes of a particular computer and of automatically performing repairs, upgrades, etc. based upon the newly-discovered attributes without loading the computer's operating system, and without the intervention of a human administrator. Although the invention does exploit commonly-available technologies such as those described in the Chang reference, no reference of record discloses at least the ability to obtain previously unknown attribute information about a computer and to provide configuration instructions based upon the information obtained without booting up the computer.

Applicant therefore respectfully requests that the Commissioner consider the following amendments and remarks under 37 C.F.R. § 1.111. A listing of claims (including several amendments) begins on the following page, and Applicant's Remarks in response to the Office Action begin on Page 15.